

## ONGOING SERVICE DELIVERY MANAGEMENT PLAN

Level 3 provides an overview of our ongoing plan for the overall service delivery model and each of the functional areas that make up our service specific delivery model. Our ongoing service delivery model will take our service to the next level. We will continue to provide the DIR and agency customers with the most responsive, efficient, and cost effective delivery of our services. This will include an enhanced level of collaboration and stronger governance. As our partnership grows, we will continue to transform our organization into an improved, dedicated, customer centric service delivery model framework. This allows us to enhance both stability and integrity of the service environment through proactive account level management, governance, and cost-effective service improvements with integrated availability, capacity, and IT service continuity, with a strong focus on repeatable processes.

The Level 3 Team's service delivery model is focused on delivering the services requested by the DIR in the most professional and effective method. The key members of the DIR account team introduced in the Service Delivery Implementation Plan will continue to collaborate with the DIR.

Concerns	Level 3 Response
Support for DIR or Customer(s) conferences; notification of new Services awarded under the CTSA.	<p>Level 3 will provide, at the request of DIR, support for DIR or Customer conferences. Level 3 will work closely with the DIR, the appropriate eligible agencies, institutions and political subdivisions located across Texas to market and identify specific needs focusing on efforts to provide solutions.</p> <p>Within the Marketing Plan, Level 3 has introduced its marketing event strategy. Many of these activities are considered to be on-going activities performed as part of the normal activities of any sales office. Other activities, such as customer conferences, customer notifications of newly available services, etc., will be timed to take advantage of sales and end-customer availability. Other activities will be determined based upon the demands and schedule of upcoming events, such as speaking engagements at Texas DIR functions. Each activity will be success-based, will incorporate best practices and lessons learned over time, and will effectively address the needs of Texas DIR and the eligible purchasers.</p>
Ongoing training for both DIR and its Customers as needed;	<p>As part of Level 3's installation and service initiation process, the Level 3 account team will provide guidance on the following:</p> <ul style="list-style-type: none"> <li>• A listing of the inventory of Level 3 provided equipment and circuits</li> <li>• An overview and first invoice audit for new services</li> <li>• An overview of the MyLevel3 Customer Portal reporting tools for the services subscribed, including access to invoice and payment information and tutorials on the establishment of administrative rights for customer personnel for online access</li> <li>• A description of the repair and service escalation steps that customer can use in the event of a network outage</li> <li>• Additional ad hoc information as needed for selected topics regarding Level 3's services and out network interfaces</li> <li>• Delivery of a Customer Handbook that will act as a quick reference guide and welcome packet for all new clients</li> </ul> <p>Level 3 will provide ongoing training. We propose the following plan for training, and have listed training outline and plan details for both DIR staff &amp; End Users separately. This process ensures that the resulting trainings are mutually consistent and meet DIR user requirements.</p>

Concerns	Level 3 Response									
	<p>Level 3 ongoing training is available as detailed below:</p> <p>Training to be delivered to DIR staff and designees at DIR offices in Austin TX, via Webinar, or Conference call. This training will be scheduled at mutually agreeable times after execution of Level 3 Agreement. The Webinar schedule will be provided to DIR in advance of each activity.</p> <p><b><u>Estimated Time Required:</u></b> Generally 1 hour in a Webinar or conference call environment.</p> <p><b><u>Frequency:</u></b> Level 3 will update DIR with technological enhancements, new service offerings, and modifications to existing service offerings as they occur. Level 3 Webinars are generally hosted quarterly. Level 3 will distribute relevant industry White Papers as they are released.</p> <p><b><u>Attendees Required:</u></b> DIR staff and support staff associated with the following topics: 1. Attendees as designated by DIR</p> <p>All training can be coordinated through and replicated for a DIR designated audience as required by DIR.</p> <p>Business Processes: In addition, The Level 3 account team and program manager will provide guidance on the following:</p> <ul style="list-style-type: none"><li>• A listing of the inventory of Level 3 provided equipment and circuits</li><li>• An overview and first invoice audit for new services</li><li>• An overview of the MyLevel3 Portal service reporting tools for the services subscribed, including access to invoice and payment information and tutorials on the establishment of administrative rights for customer personnel for online access</li><li>• A description of the repair and service escalation steps that the DIR can use in the event of a network outage</li><li>• Additional ad hoc information as needed for selected topics regarding Level 3's services and out network interfaces</li></ul>									
Processes and procedures for technical support, trouble resolution and escalation	<p>Level 3 customer's single point-of-contact is a Customer Service Management (CSM) for any issues that occur during the ordering process.. Level 3's CSM working with Texas DIR is Theresa Gray. Theresa can be contacted at 512-742-1200 or Theresa.gray@level3.com. Level 3 trains CSM Technicians to address both technical and business issues and are highly skilled technical professionals.</p> <p><b>Technical Support and Trouble Resolution</b></p> <p><b>Note:</b> For all escalations please dial into 877-4Level3 (877-453-8353), and press Opt 2, Opt 3 for Escalation. Your call will be answered by an individual who will ensure your escalation is delivered to the appropriate level and is recorded in the ticket.</p> <p><b>IP/Data CSM</b></p> <table><tr><td colspan="3">1<sup>st</sup> Level – 1 hour</td></tr><tr><td>Technician, Customer</td><td>IP&amp;DS Service</td><td><b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3</td></tr><tr><td colspan="3">2<sup>nd</sup> Level – 2 hours</td></tr></table>	1 <sup>st</sup> Level – 1 hour			Technician, Customer	IP&DS Service	<b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3	2 <sup>nd</sup> Level – 2 hours		
1 <sup>st</sup> Level – 1 hour										
Technician, Customer	IP&DS Service	<b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3								
2 <sup>nd</sup> Level – 2 hours										

Concerns	Level 3 Response																																														
	<table> <tr> <td><b>Sr. Tech on Duty</b></td><td><b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3</td></tr> <tr> <td colspan="2"><b>3<sup>rd</sup> Level – 4 hours</b></td></tr> <tr> <td><b>On-Call or Duty Manager</b></td><td><b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3</td></tr> <tr> <td colspan="2"><b>Weekends or After Hours – Contact Support and 3<sup>rd</sup> Level on-call will be paged</b></td></tr> <tr> <td colspan="2"><b>4<sup>th</sup> Level – 6 hours</b></td></tr> <tr> <td><b>Director – Jon Brammell</b></td><td><b>Office:</b> 720-888.4695 <b>Pager:</b> <a href="mailto:brammellj@sprint.blackberry.net">brammellj@sprint.blackberry.net</a></td></tr> <tr> <td colspan="2"><b>Weekends or After Hours – Contact Support and 4<sup>th</sup> Level on-call will be paged</b></td></tr> <tr> <td colspan="2"><b>5<sup>th</sup> Level – 8 hours</b></td></tr> <tr> <td><b>VP – Mike Sharpe</b></td><td><b>Office:</b> 720-888-1026 <b>Pager:</b> <a href="mailto:Mike.Sharpe@att.blackberry.net">Mike.Sharpe@att.blackberry.net</a></td></tr> <tr> <td colspan="2"><b>Page for Escalation: 877 4LEVEL3 (453-8353), Opt 2, Opt 3 and 5<sup>th</sup> Level on-call will be paged</b></td></tr> </table> <p><b>Transport CSM</b></p> <table> <tr> <td colspan="2"><b>1<sup>st</sup> Level – 1 hour</b></td></tr> <tr> <td><b>Technician or Sr. Tech On-</b></td><td>877-4Level3 (877-453-8353), Opt 2, Opt 3 for</td></tr> <tr> <td colspan="2"><b>2<sup>nd</sup> Level – 2 hours</b></td></tr> <tr> <td><b>Shift Supervisor</b></td><td>877-4Level3 (877-453-8353), Opt 2, Opt 3 for</td></tr> <tr> <td colspan="2"><b>3<sup>rd</sup> Level – 4 hours</b></td></tr> <tr> <td><b>Sr. Manager</b></td><td>877-4Level3 (877-453-8353), Opt 2, Opt 3 for 3<sup>rd</sup></td></tr> <tr> <td colspan="2"><b>After Hours – Contact Support and 3<sup>rd</sup> level on-call will be paged</b></td></tr> <tr> <td colspan="2"><b>4<sup>th</sup> Level – 6 hours</b></td></tr> <tr> <td><b>Sr. Director – John Haertling</b></td><td><b>Office:</b> 720-888-1909 <b>Pager:</b> 720-253-6600</td></tr> <tr> <td colspan="2"><b>After Hours – Contact Support and 4<sup>th</sup> level on-call will be paged</b></td></tr> <tr> <td colspan="2"><b>5<sup>th</sup> Level Primary – 8 hours</b></td></tr> <tr> <td><b>VP – Mike Sharpe</b></td><td><b>Office:</b> 720-888-1026 <b>Pager:</b> <a href="mailto:Mike.Sharpe@att.blackberry.net">Mike.Sharpe@att.blackberry.net</a></td></tr> <tr> <td colspan="2"><b>After Hours – Contact Support and 5<sup>th</sup> level on-call will be paged</b></td></tr> </table> <p>Upon Service Implementation, DIR will be able to view an updated escalation list at anytime via the MyLevel3 Portal. Following is a sample of the escalation list.</p>	<b>Sr. Tech on Duty</b>	<b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3	<b>3<sup>rd</sup> Level – 4 hours</b>		<b>On-Call or Duty Manager</b>	<b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3	<b>Weekends or After Hours – Contact Support and 3<sup>rd</sup> Level on-call will be paged</b>		<b>4<sup>th</sup> Level – 6 hours</b>		<b>Director – Jon Brammell</b>	<b>Office:</b> 720-888.4695 <b>Pager:</b> <a href="mailto:brammellj@sprint.blackberry.net">brammellj@sprint.blackberry.net</a>	<b>Weekends or After Hours – Contact Support and 4<sup>th</sup> Level on-call will be paged</b>		<b>5<sup>th</sup> Level – 8 hours</b>		<b>VP – Mike Sharpe</b>	<b>Office:</b> 720-888-1026 <b>Pager:</b> <a href="mailto:Mike.Sharpe@att.blackberry.net">Mike.Sharpe@att.blackberry.net</a>	<b>Page for Escalation: 877 4LEVEL3 (453-8353), Opt 2, Opt 3 and 5<sup>th</sup> Level on-call will be paged</b>		<b>1<sup>st</sup> Level – 1 hour</b>		<b>Technician or Sr. Tech On-</b>	877-4Level3 (877-453-8353), Opt 2, Opt 3 for	<b>2<sup>nd</sup> Level – 2 hours</b>		<b>Shift Supervisor</b>	877-4Level3 (877-453-8353), Opt 2, Opt 3 for	<b>3<sup>rd</sup> Level – 4 hours</b>		<b>Sr. Manager</b>	877-4Level3 (877-453-8353), Opt 2, Opt 3 for 3 <sup>rd</sup>	<b>After Hours – Contact Support and 3<sup>rd</sup> level on-call will be paged</b>		<b>4<sup>th</sup> Level – 6 hours</b>		<b>Sr. Director – John Haertling</b>	<b>Office:</b> 720-888-1909 <b>Pager:</b> 720-253-6600	<b>After Hours – Contact Support and 4<sup>th</sup> level on-call will be paged</b>		<b>5<sup>th</sup> Level Primary – 8 hours</b>		<b>VP – Mike Sharpe</b>	<b>Office:</b> 720-888-1026 <b>Pager:</b> <a href="mailto:Mike.Sharpe@att.blackberry.net">Mike.Sharpe@att.blackberry.net</a>	<b>After Hours – Contact Support and 5<sup>th</sup> level on-call will be paged</b>	
<b>Sr. Tech on Duty</b>	<b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3																																														
<b>3<sup>rd</sup> Level – 4 hours</b>																																															
<b>On-Call or Duty Manager</b>	<b>Support:</b> 877-4Level3 (877-453-8353), Opt 2, Opt 3																																														
<b>Weekends or After Hours – Contact Support and 3<sup>rd</sup> Level on-call will be paged</b>																																															
<b>4<sup>th</sup> Level – 6 hours</b>																																															
<b>Director – Jon Brammell</b>	<b>Office:</b> 720-888.4695 <b>Pager:</b> <a href="mailto:brammellj@sprint.blackberry.net">brammellj@sprint.blackberry.net</a>																																														
<b>Weekends or After Hours – Contact Support and 4<sup>th</sup> Level on-call will be paged</b>																																															
<b>5<sup>th</sup> Level – 8 hours</b>																																															
<b>VP – Mike Sharpe</b>	<b>Office:</b> 720-888-1026 <b>Pager:</b> <a href="mailto:Mike.Sharpe@att.blackberry.net">Mike.Sharpe@att.blackberry.net</a>																																														
<b>Page for Escalation: 877 4LEVEL3 (453-8353), Opt 2, Opt 3 and 5<sup>th</sup> Level on-call will be paged</b>																																															
<b>1<sup>st</sup> Level – 1 hour</b>																																															
<b>Technician or Sr. Tech On-</b>	877-4Level3 (877-453-8353), Opt 2, Opt 3 for																																														
<b>2<sup>nd</sup> Level – 2 hours</b>																																															
<b>Shift Supervisor</b>	877-4Level3 (877-453-8353), Opt 2, Opt 3 for																																														
<b>3<sup>rd</sup> Level – 4 hours</b>																																															
<b>Sr. Manager</b>	877-4Level3 (877-453-8353), Opt 2, Opt 3 for 3 <sup>rd</sup>																																														
<b>After Hours – Contact Support and 3<sup>rd</sup> level on-call will be paged</b>																																															
<b>4<sup>th</sup> Level – 6 hours</b>																																															
<b>Sr. Director – John Haertling</b>	<b>Office:</b> 720-888-1909 <b>Pager:</b> 720-253-6600																																														
<b>After Hours – Contact Support and 4<sup>th</sup> level on-call will be paged</b>																																															
<b>5<sup>th</sup> Level Primary – 8 hours</b>																																															
<b>VP – Mike Sharpe</b>	<b>Office:</b> 720-888-1026 <b>Pager:</b> <a href="mailto:Mike.Sharpe@att.blackberry.net">Mike.Sharpe@att.blackberry.net</a>																																														
<b>After Hours – Contact Support and 5<sup>th</sup> level on-call will be paged</b>																																															
Processes and procedures for support of Customers in transition;	Level 3 will assign at Project Manager at the request of DIR to support Customers in transition. Level 3's project management processes are on par with industry best practices based on the Project Management Institute (PMI) methodologies and Project Management Body of Knowledge (PMBOK) philosophies. This ensures consistent and reliable project management capabilities regardless of the size and complexity of the project, and results in decreased project risk and on time project delivery within budget. Our project management process involves making the transition of services from an implementation stage to an operational stage whether it is a transition of a large data																																														

Concerns	Level 3 Response
	<p>network or voice services for a small office.</p> <p>Our implementation process is a comprehensive, quality-based methodology consisting of three distinct phases:</p> <ul style="list-style-type: none"> <li>• Phase I: Project Planning</li> <li>• Phase II: Service Implementation</li> <li>• Phase III: Project Completion</li> </ul> <p>Key advantages of our project management approach include:</p> <ul style="list-style-type: none"> <li>• Decreased project risk and increased project stability by establishing all aspects of the project early so they can be monitored throughout the process</li> <li>• Responsiveness to changing business needs</li> <li>• Heightened communication between the Level 3 account team and the DIR, keeping all parties aware of project status</li> <li>• A means of addressing critical factors, such as time or costs associated with project components openly, thereby avoiding unnecessary surprises</li> <li>• Assistance so that DIR staff and the Level 3 team achieve cooperation and successful teamwork through frequent communication on a wide variety of topics</li> </ul>
Standard and Enhanced Reporting	Level 3 will provide standard customer care reports as specified in the Vendor Reporting Guide. In addition, Level 3 offers reports via the MyLevel3 Portal. The DIR will have access to service management reporting tools for the services subscribed, including access to invoice and payment reporting functions. The DIR will be able to view, print and download a myriad of standard reports as well as additional ad hoc information as needed for regarding Level 3's services and our network interfaces.
Customer Orders Billed by DIR	All TEX-AN NG Services will be ordered through and billed to the DIR by Level 3, with the exception of Local Services. It is understood that the DIR will bill its customers directly.
Services Ordered Directly by DIR Customers	Level 3 will accept orders directly from DIR Customers for Services.

Level 3 envisions becoming a trusted partner with the DIR who can reduce the overall cost of ownership of Information Technology by effectively utilizing our telecommunications technologies and delivering appropriate new technology as it becomes available, at a pace consistent with DIR requirements and budgets. Through the combined efforts of a dedicated account team, Level 3 will efficiently bring the appropriate resources to bear as required to meet or exceed all the DIR performance requirements.

**Level(3)** COMMUNICATIONS **GNOC Escalation Matrix**

	Transport	Voice	IP	Managed Services
<b>Level 1-3</b>	<b>Tech, Supervisor, Manager</b> 877-4Level3 opt 1	<b>Tech, Supervisor, Manager</b> 877-4Level3 opt 3	<b>Tech, Supervisor, Manager</b> 877-4Level3 opt 2	<b>Tech, Supervisor, Manager</b> 877-4Level3 opt 5
<b>Level 4</b>	<b>Director John Haertling</b> o. (720) 888-1909 c. (720) 253-6600 <a href="mailto:john.haertling@level3.com">john.haertling@level3.com</a>	<b>Director Jorge Magana</b> o. (404) 526-4428 c. (404) 384-1576 <a href="mailto:pagejorge.magana@level3.com">pagejorge.magana@level3.com</a>	<b>Director Rabin Nahas</b> o. (720) 888-3315 c. (720) 427-2819 <a href="mailto:rabin@att.blackberry.net">rabin@att.blackberry.net</a>	<b>Director Robert McCarroll</b> o. (720) 888-0832 c. (720) 234-2071 <a href="mailto:mccarroll@att.blackberry.net">mccarroll@att.blackberry.net</a>
<b>Level 5</b>	<b>VP Mike Sharpe</b> o. (720) 888-1026 c. (303) 217-3399 <a href="mailto:mike.sharpe@level3.com">mike.sharpe@level3.com</a>	<b>VP Mike Sharpe</b> o. (720) 888-1026 c. (303) 217-3399 <a href="mailto:mike.sharpe@level3.com">mike.sharpe@level3.com</a>	<b>VP Bodie Francis</b> o. (720) 888-2020 c. (303) 888-3789 <a href="mailto:bodie.francis@level3.com">bodie.francis@level3.com</a>	<b>VP Mike Sharpe</b> o. (720) 888-1026 c. (303) 217-3399 <a href="mailto:mike.sharpe@level3.com">mike.sharpe@level3.com</a>
	<b>Portal</b>	<b>Media Operations</b>	<b>LNP</b>	
<b>Level 1</b>	<b>Agent</b> North America: Phone: 877-853-8353, Option 2 or submit ticket through the portal under the service management tab. Portal Support ticket. Out Side North America: Direct number: 720 888 0030 E-mail: <a href="mailto:portalaccess@level3.com">portalaccess@level3.com</a>	<b>Tech, Supervisor, Manager</b> 877-4Level3 opt 4, 1 (=Vvxx) 2 (=CDN)	<b>Level 3 Port In:</b> (866) 697-5881, opt 1 <a href="mailto:LNPHelpDesk@level3.com">LNPHelpDesk@level3.com</a> <b>After hours Wholesale LNP: 720-530-3485</b> <b>Level 3 Wholesale Projects:</b> (866) 697-5881, opt 4 <a href="mailto:lnp.projects@level3.com">lnp.projects@level3.com</a> <b>After hours Level 3 Projects: 720-530-3485</b> <b>FBWG, Tekove, ICG Port In:</b> (866) 362-2567 <a href="mailto:LNPProcessingHD@level3.com">LNPProcessingHD@level3.com</a> <b>After hours Enterprise LNP : 720-530-3485</b> <b>Port Out:</b> (866) 697-5881, opt 2 <a href="mailto:lnpportouts@level3.com">lnpportouts@level3.com</a> <b>Directory Services:</b> (866) 697-5881, opt 3 <a href="mailto:DirectoryServices@level3.com">DirectoryServices@level3.com</a>	
<b>Level 2</b>	<b>Lead Agent Donna Hamilton</b> (720) 888-5992 North America: Pager: 877-238-2486 Out Side North America: Pager email: <a href="mailto:8772382486@skytel.com">8772382486@skytel.com</a>	<b>Tech, Supervisor, Manager</b> 877-4Level3 opt 4, 1 (=Vvxx) 2 (=CDN)	<b>Level 3 Projects:</b> Quincy Angoy (866) 697-5881 option 4 <b>Level 3 Port In:</b> Jenn Lynn (720) 888-3862 <b>fbroadwing, Tekove, ICG Port In:</b> Nadine Murphy (610) 751-8317 <b>Port Out:</b> Donna Hamilton (720) 888-5992 <b>Directory Services:</b> Jenn Easton (814) 260-2257	
<b>Level 3</b>	<b>Manager Avis Glington</b> o. (720) 888-5867 c. (303) 946-9934	<b>Tech, Supervisor, Manager</b> 877-4Level3 opt 4, 1 (=Vvxx) 2 (=CDN)	<b>Manager Julie Patrick</b> o. (720) 888-6234 c. (720) 438-8343 <a href="mailto:julie.patrick@level3.com">julie.patrick@level3.com</a>	
<b>Level 4</b>	<b>Director Jason Bach</b> o. (720) 888-2821 c. (720) 272-8698 <a href="mailto:jason.bach@level3.com">jason.bach@level3.com</a>	<b>Director Paula Lee (CDN &amp; Vvxx)</b> o. (918) 547-5104 c. (918) 519-7478 <a href="mailto:paula.lee@level3.com">paula.lee@level3.com</a>	<b>Director Jason Bach</b> o. (720) 888-2821 c. (720) 272-8698 <a href="mailto:jason.bach@level3.com">jason.bach@level3.com</a>	
<b>Level 5</b>	<b>VP Tim Elbert</b> o. (918) 547-6589 c. (918) 519-7424 <a href="mailto:tim.elbert@level3.com">tim.elbert@level3.com</a>	<b>VP Bodie Francis</b> o. (720) 888-2020 c. (303) 888-3789 <a href="mailto:bodie.francis@level3.com">bodie.francis@level3.com</a>	<b>VP Tim Elbert</b> o. (918) 547-6589 c. (918) 519-7424 <a href="mailto:tim.elbert@level3.com">tim.elbert@level3.com</a>	

Last Updated: 11 May 2011